

Fig., page 1 of 10 A VIRTUAL
VOICE/COMPANY/OFFICE NETWORK TOOL
KIT, METHOD, AND COMPUTER PROGRAM
PRODUCT

John Kenneth Amick
Application number 09/556,439.

1 Calling party
source telephone

2 PSTN
Transport

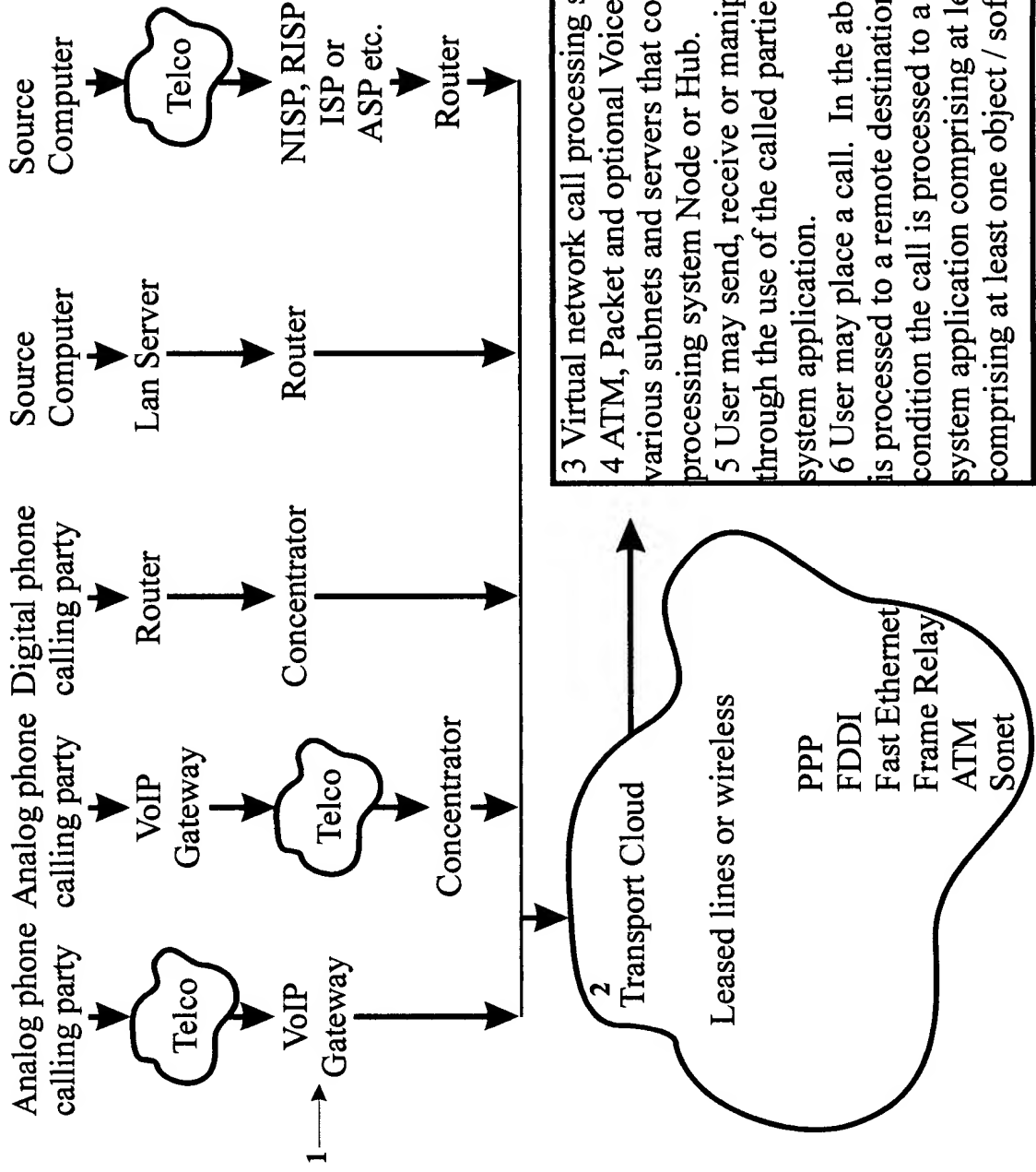
3 Caller directly dials or
is forwarded into
Node or Hub
equipment.

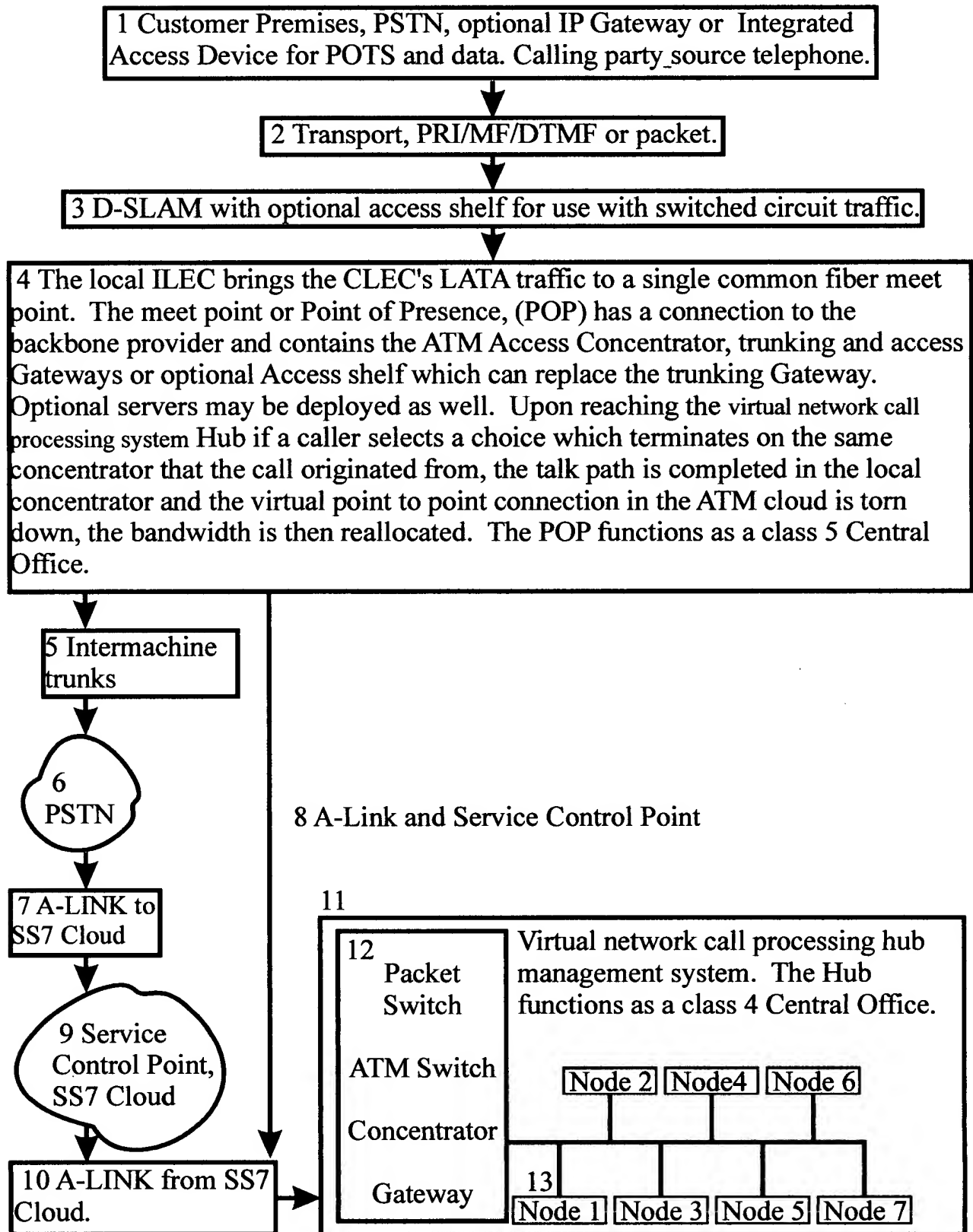
9 Remote
destination
telephone

- 4 Virtual network call processing system Node or HUB.
- 5 Handling and routing information from the network or Node switch instructs the Node equipment to start the desired virtual network call processing system application.
- 6 Appropriate greeting is played to the caller.
- 7 Caller may send, receive or manipulate a mixed-media message.
- 8 Caller takes an action resulting in an out dial. In the absence of an error condition the call is processed to a remote destination telephone. During an error condition the error handling mechanism processes the call to a virtual network call processing system application comprising at least one software application comprising at least one object / software construct.

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Replacement sheet
(Currently amended)

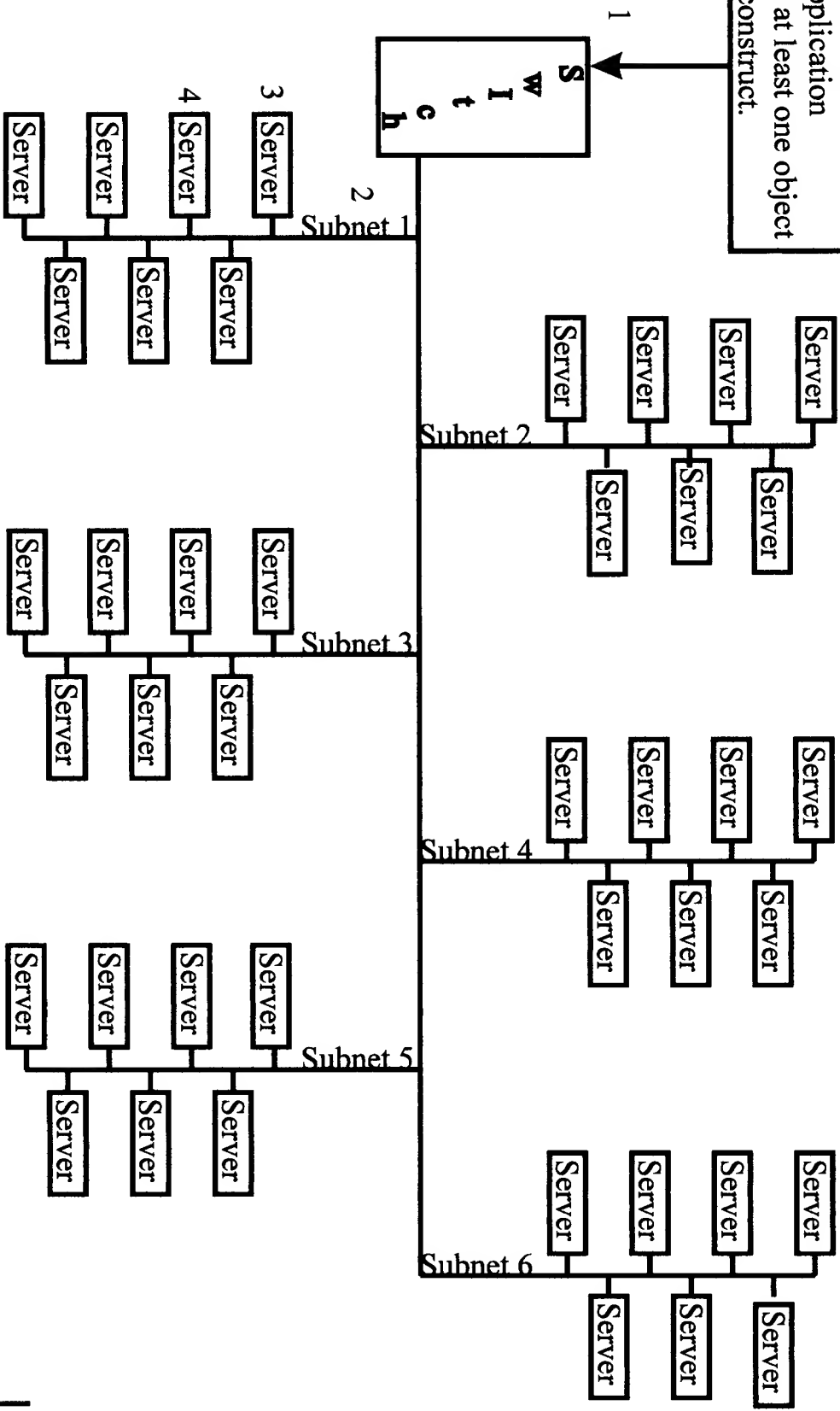




Handling and routing information from the network or Node switch instructs the Node equipment to start the desired virtual network call processing system application comprising at least one software application comprising at least one object / software construct.

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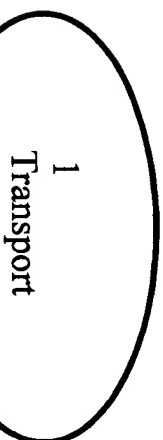
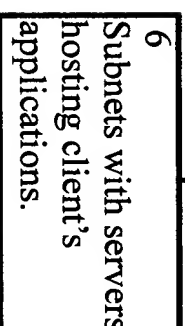
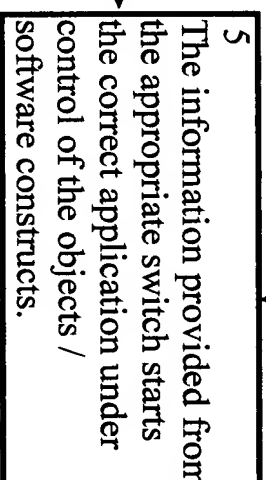
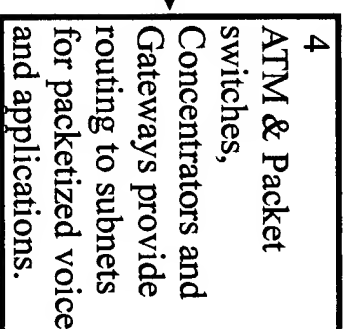
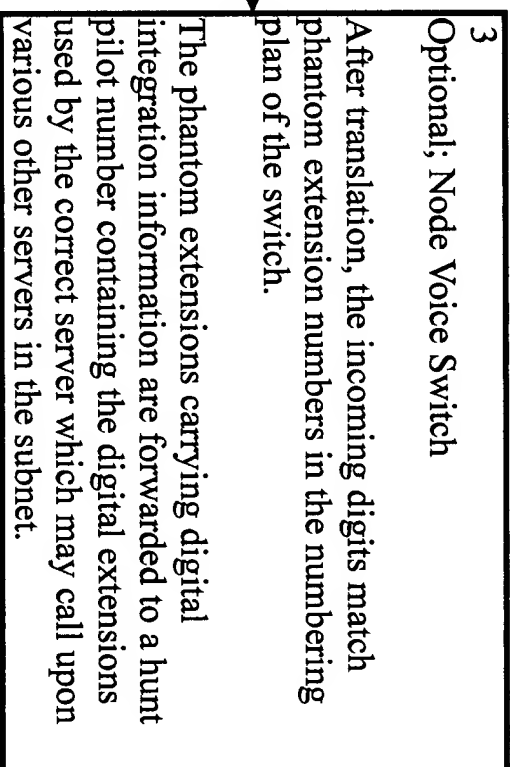
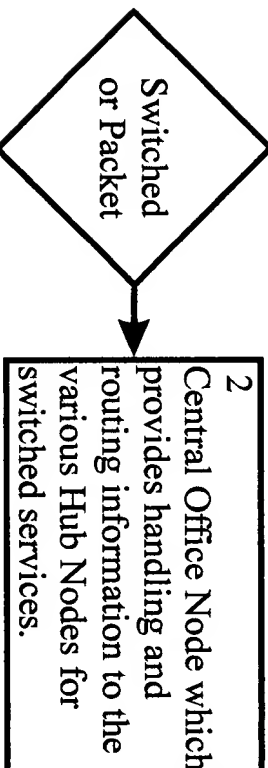


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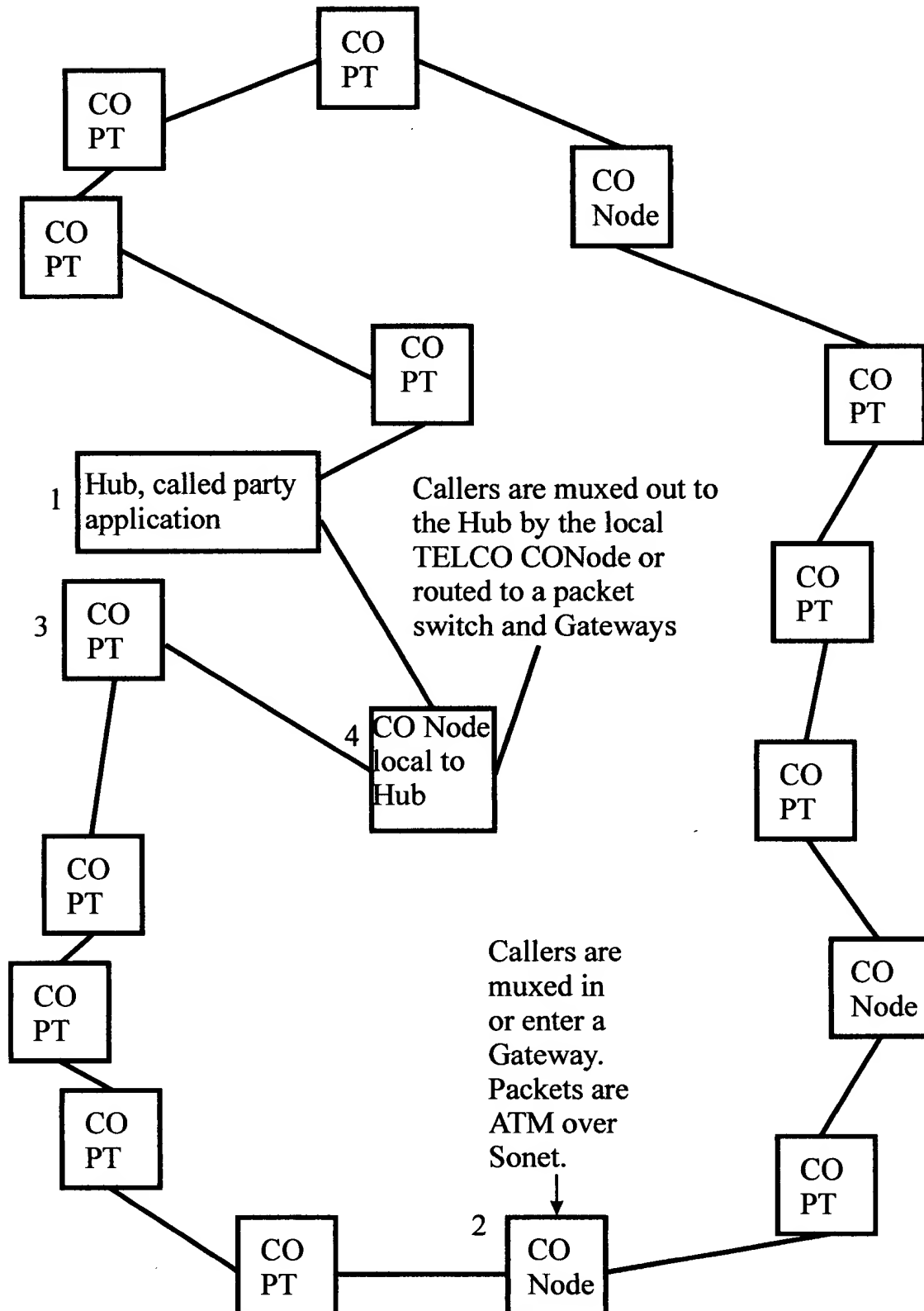
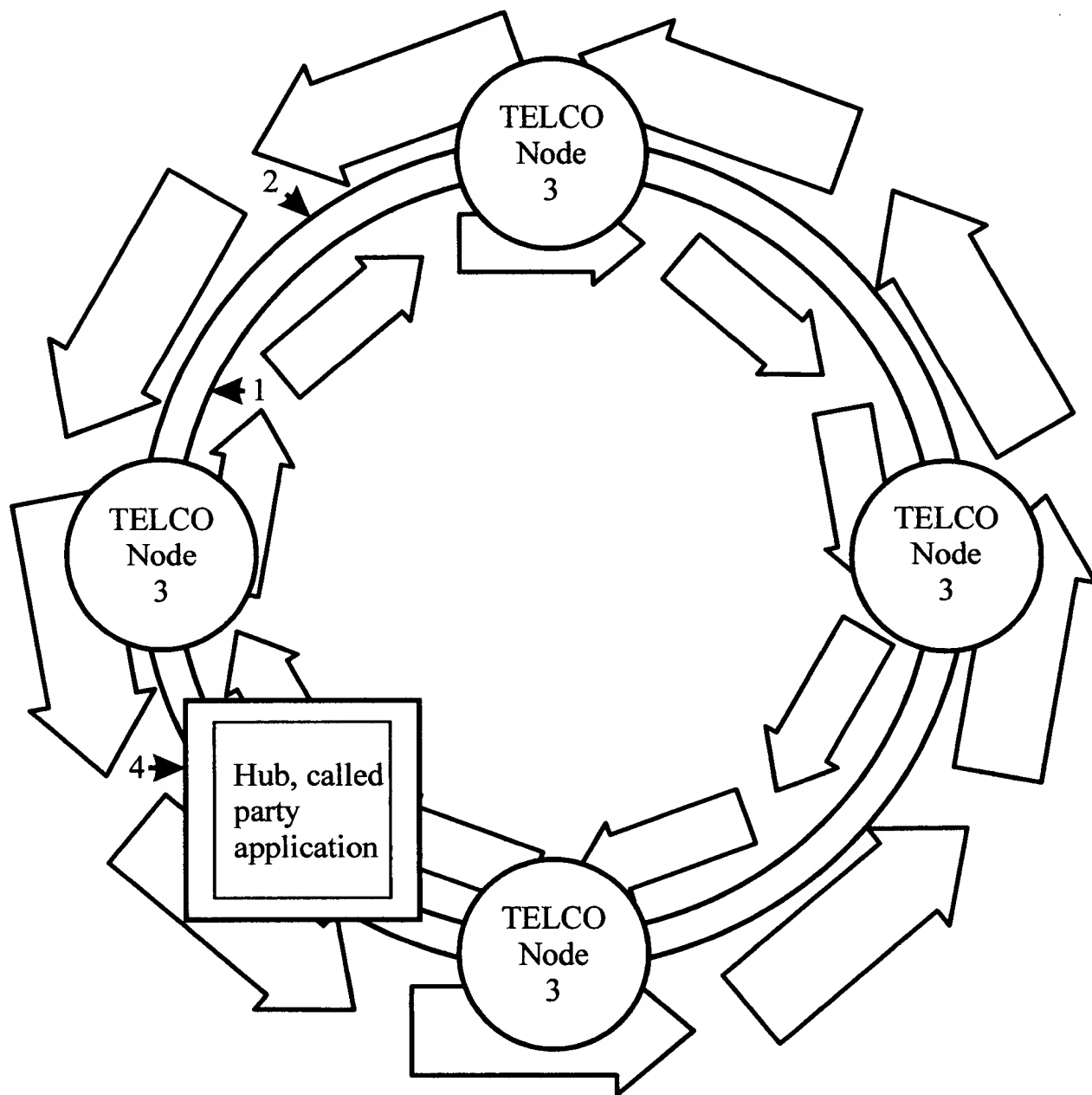




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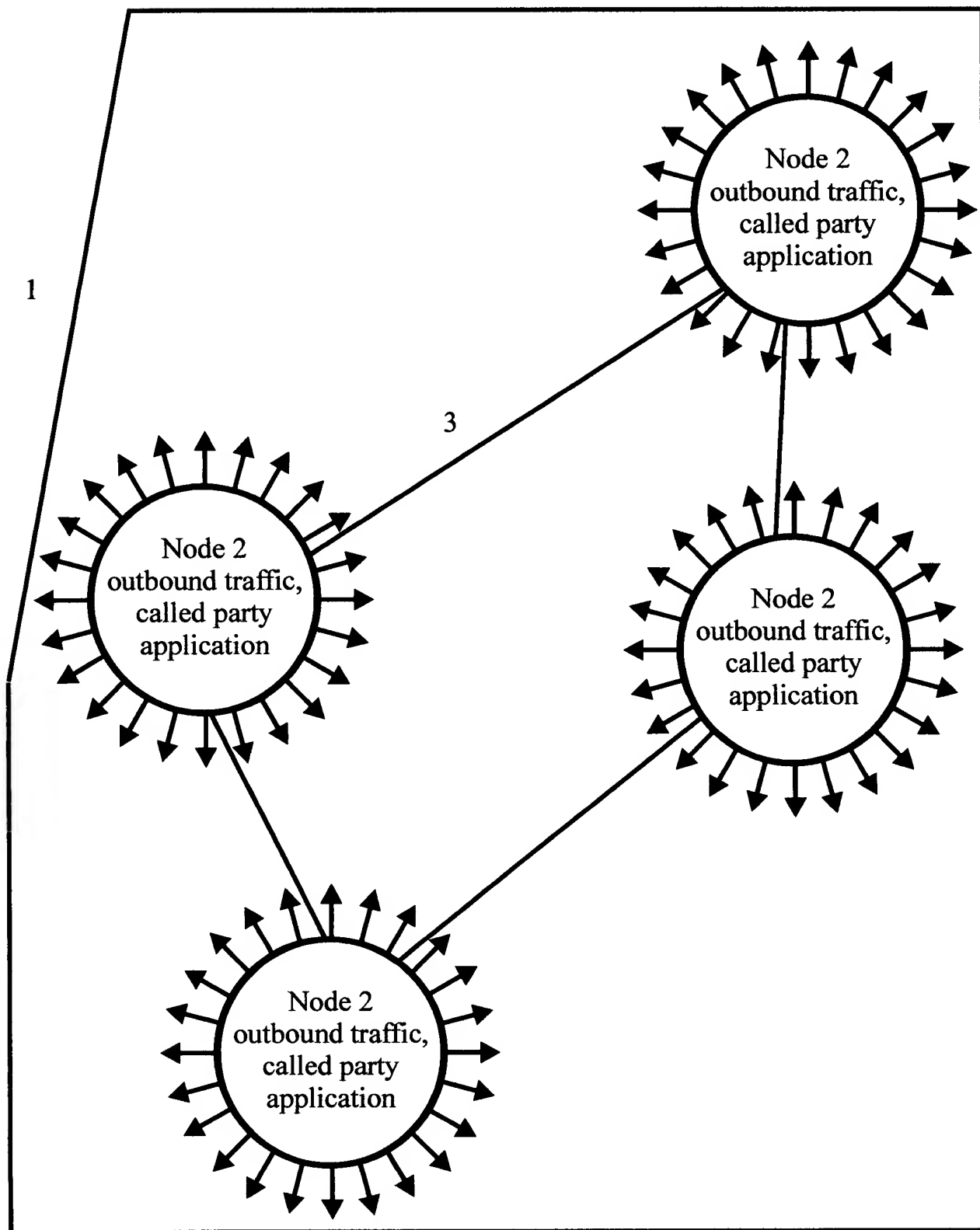




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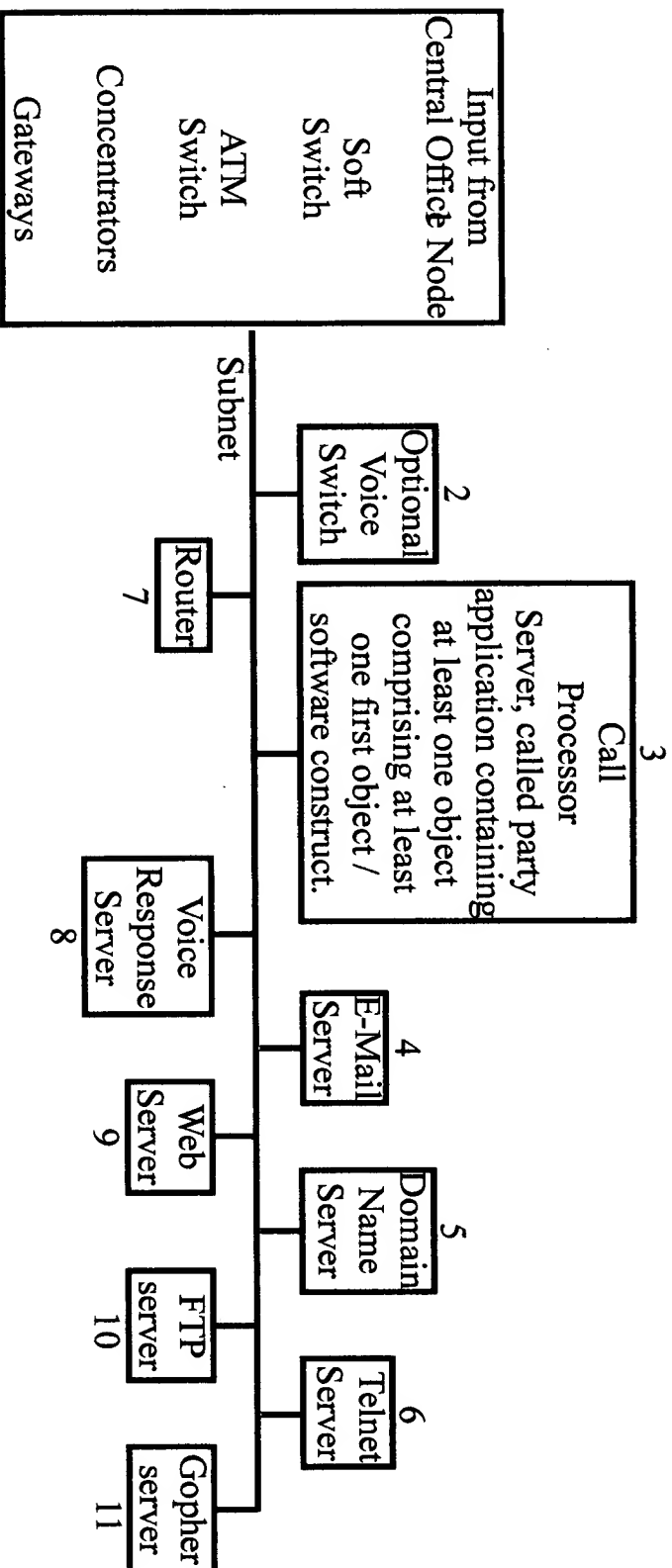




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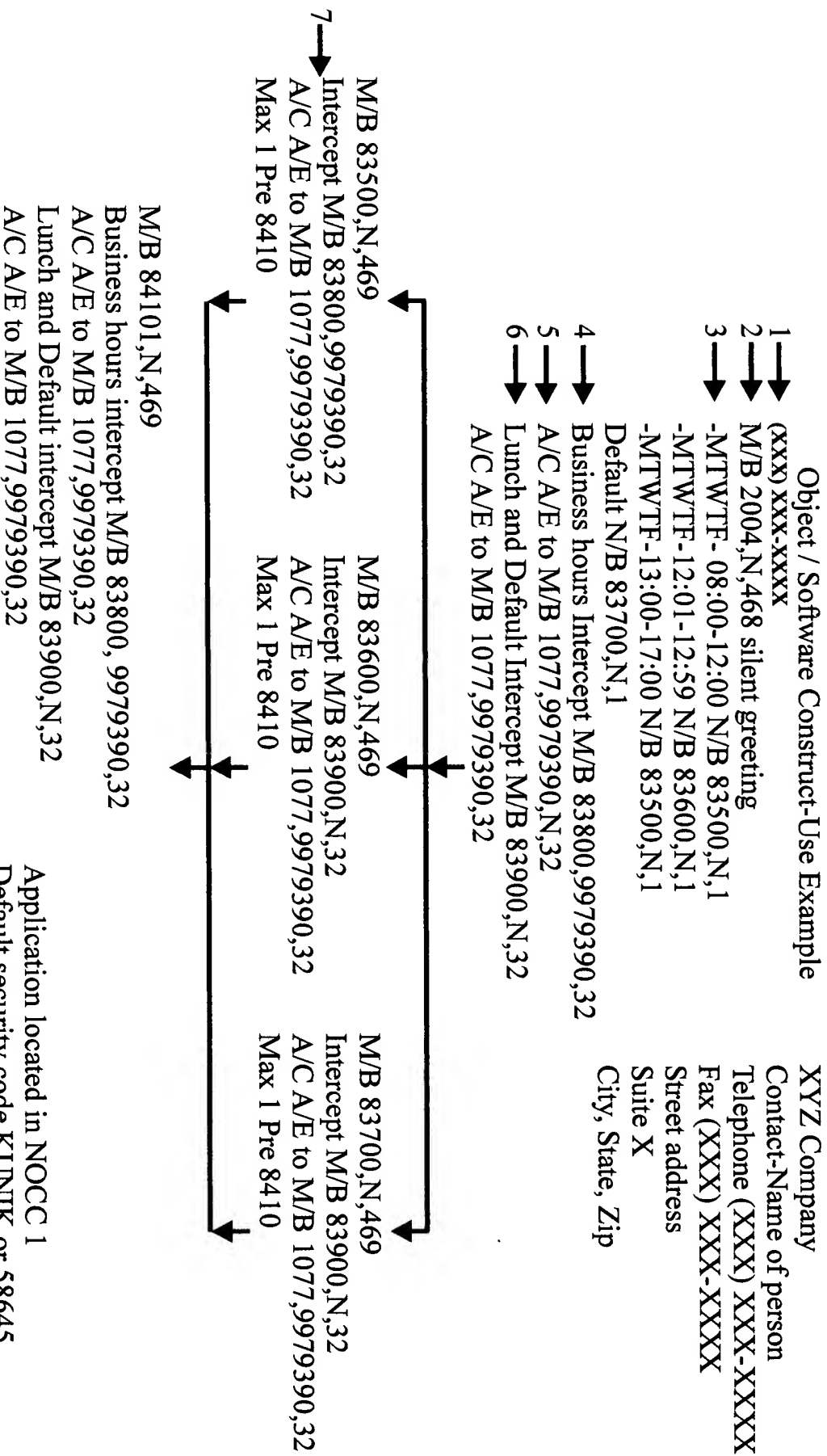


FIG 10

Application located in NOCC 1
Default security code KUNIK or 58645
Voice Doreen Panico, User transfer on all trunks.
Call forward ring no answer on all trunks

